

## Automatic Call Distribution (ACD) Login Procedure

| <u>Action</u>   | <u>Response</u>  |
|---|--|
| 1. Ensure that the telephone set is in the Make Set Busy State.     | The Make Set Busy lamp lights solid.                                   |
| 2. Press the ACD In-Calls Key.                                      | Stutter dial tone is provided. The In-Calls lamp lights solid.         |
| 3. Enter the four-digit login ID.                                   | Confirmation tone is provided.   |
| 4. If the second dial tone is heard, enter the five-digit password. | The Not Ready lamp lights solid.                                       |
| 5. Press the Not Ready Key.   | The Not Ready lamp extinguishes, and the set is ready to accept calls. |

### Display Queue Threshold

The queue status can be used to notify an agent when an undesirable situation occurs, such as too many calls waiting in queue or the call at the head of the queue has waited too long.

ACD Agent Pressing DQT (wait time) is displayed – shows how long the call at the head of the queue has waited.

ACD Agent Pressing DQT Key (queue size) is displayed – shows how many callers are waiting in queue.

### Agent Status Lamp – Supervisors Only

The Agent Status Lamp (ASL) provides continuous monitoring of Agent status. The lamp status is updated as the Agent's status changes.

|               |   |
|---------------|---|
| <b>Off</b>    | Agent is in MSB state.  |
| <b>Steady</b> | Agent is active on an ACD (or SDN) call.                                      |
| <b>Flash</b>  | Agent is idle and waiting for an ACD call. (Lamp flashes 60 times per minute) |
| <b>Wink</b>   | Agent is in <b>Not Ready</b> state (Lamp winks 120 times per minute)          |

### Observe Agent – Supervisors Only

The Observe Agent (OBS) feature allows the Supervisor to monitor calls to the Agent station.

To use:

1. Press Observe key
2. Press key for agent you wish to monitor

**Night Service Feature – Supervisors Only**

Closes the queue and reroutes incoming ACD calls.  
Only one NGTSRVCE Key per ACD Group.